

Virginia CapTel FCC Complaint Report 6/1/2012 to 5/31/2013

ATTACHMENT B



Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
341468	7/9/2012 03:05 PM	Phone	Billing	N/A	Caller reported seeing a bill by a provider other than the state default or her telephone	CSR registered customer with the correct long distance carrier code in our system.	7/9/2012 03:09 PM	Within 24 Hours	LE
360936	10/05/2012 02:29PM	CapTel	Service	N/A	Customer shared feedback regarding a call from several months ago where the captionist captioned profanity that the other party did not say.	CSR apologized for incidence and thanked customer for bringing their experience to our attention. The caller did not have specifics to allow for further investigation and follow up. The CSR suggested should the customer wish for us to take specific follow up with the CA on the call, providing the date, time and CA# will allow us to do so. CSR sent a follow up letter on how captions are created and apologized once again for the customer's experience.	10/05/2012 03:13PM	Within 24 Hours	JA
369901	11/17/2012 07:29PM	CapTel	Service	9043	Customer reported inaccurate captions on a specific captioned call.	CSR apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	11/21/2012 10:00AM	Over 48 hours	BS
379731	01/04/2013 10:30AM	CapTel	Service	14010	Customer reported a call with several captioning errors.	CSR apologized for incidence and thanked customer for the feedback. After further discussing customer's experience, customer confirmed that some of the captioning errors were corrected by the captionist and shared a specific example of one captioning error that was not corrected. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	01/08/2013 03:31PM	Over 48 hours	JA